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As a person with a speech impairment it is important for all people to be fully inclusive and participating members of society.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. Since my own disability makes my speech slow and I have difficulty articulating words, and due to brain injury I am slow to recall words I need I do not do well if I feel I am being rushed. That increases my frustration levels and causes my speech to deteriorate.
- Operators should tell callers that everything is confidential. I am concerned if I say something that is not held in confidence that there might be retribution of some kind.
- People with a speech disability need an easy way to reach Speech-To-Speech. My speech is different on days when I am more relaxed and have had operators tell me that I am not eligible for speech to speech.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training. When I talk to others who also have speech impairments and the operator ridicules the individual or is unable to understand them and is rude I find that frustrating.